

REEMPLOYMENT SERVICES PERFORMANCE REPORT

STATE: NEVADA

DATE: September 30, 2004

STATE SPECIFIC PERFORMANCE REPORT (Add additional sheets if necessary.)

Describe activities and an overview of how the activities were accomplished. Include milestones, and positive outcomes achieved. Compare accomplishment of planned performance goals with the attainment of the performance indicators identified by the State in the annual plan.

Nevada's Reemployment Service Program (RSP) was designed to reconnect Unemployment Insurance (UI) claimants with employment and training services provided through the state's workforce investment system, Nevada JobConnect (NJC). The design of Nevada's RSP was premised on the principle that increasing the interaction between the NJC system and the individuals filing for unemployment insurance benefits would result in a significant increase in the number of UI claimants returning to work and a subsequent reduction in the duration of their benefits. In addition, NJC staff are able to serve Nevada employers twofold: 1) by offering them experienced workers who are unemployed through no fault of their own and anxious to return to the workforce, and, 2) through UI trust fund savings by assisting UI claimants return to work earlier in their claim filing.

PROGRAM YEAR (PY) 2003

Nevada's RSP for PY 2003 (July 1, 2003 through June 30, 2004) was a continuation of the program developed and implemented during PY 2002 and PY 2001.

PROGRAM PERFORMANCE

RSP Staffing

In PY 2001, Nevada hired four full-time equivalent (FTE) RSP funded positions and five additional RSP staff were hired in PY 2002, for a total of nine positions statewide. Nevada's share of PY 2003 RSP grant funds totaled \$436,289.00. PY 2003 RSP costs totaled \$386,786.00 through June 30, 2004. Of this amount, \$243,332.00 was for Personnel Services for 5.6 Full-Time Equivalent (FTE) Year To Date (YTD). Remaining grant funds as of June 30, 2004 totaled \$49,503.00. A request to allow expenditure of the remaining PY 2003 funds through December 31, 2004 was submitted on June 21, 2004.

Service Delivery

All of the RSP specialists focus their efforts on providing reemployment services to UI claimants. The RSP specialists received training in both employment service methodologies and UI issue identification and reporting procedures. All NJC staff, including the RSP specialists, are responsible for communicating negative job referral results to the Employment Security Division's UI adjudication offices.

Streamlining the UI claimant reporting process is the current focus for Nevada. The report process for UI claimants selected for RSP, Worker Profiling (WPRS) or for the UI Work Test system is being standardized so there is one single notification process that informs the TIC centers when a UI claimant does not report or respond as directed.

Automation – Automated Claimant Call-In Letter (ACCL)/Interactive Voice Response Unit (IVRU)

Nevada continues to use the ACCL and IVRU features developed and implemented in PY2001. Both tools allow JobConnect staff to strategically select/call-in UI claimants for specific services (e.g., job match, job referral activity). One new IVRU enhancement programmed in PY 2003 allows NJC staff to send an IVRU phone contact to a select group of UI claimants. When the claimant selects that they have returned to work and no longer require reemployment services, an "Obtained Employment" activity is posted. This provides staff with a convenient, streamlined method to conduct employment follow up.

Additional proposed enhancements to the ACCL system will increase the flexibility in selection process of program participants by NJC staff. These enhancements include selecting UI claimants by veteran status, thus providing VETS staff with another tool to ensure that Nevada veterans are guaranteed priority of service. NJC staff will also be able to select UI claimants affected by mass layoffs and business closures using the employer's UI account number as the selection criteria. This will enable Rapid Response services to be offered to affected employees even when the employer is not required by the WARN Act to notify the state of the layoff. The RSP programming enhancements, which require the work of the department's computer programmers, have been delayed due to competing priorities and limited Information Technology (IT) resources.

Program Goals

The RSP funded positions experienced an unexpectedly high turnover rate in the last program year. This turnover resulted in fewer UI claimants receiving RSP services during the course of the program year. Between July 1, 2003 through June 30, 2004, 3,821 UI claimants were enrolled into the RSP. While we exceeded the one-week goal for UI duration reduction during PY 2002 and PY 2003 the amount of the reduction was less in PY 2003. The Division believes a major contributing factor, resulting in the decrease in the UI duration amount, is the high turnover rate for intermittent RSP staff, and the subsequent reduction in man hours devoted to ongoing job search activities for the RSP enrolled claimants.

Nevada's RSP had two major goals for PY 2003:

- 1. To achieve 4,900 individual Entered Employments of UI claimants by June 30, 2004. This goal is specifically directed at increasing the number of claimants who have positive reemployment outcomes as a result of their interaction with the NJC system.**

Since Wagner-Peyser Entered Employment activity is based upon wage match data and includes wages from the Wage Record Interchange System (WRIS) there is a time lag when the data will be available to report Entered Employment counts on Eligible Claimants for PY 2003. UI Claimant Entered Employment data for PY 2003 (July 1, 2003 through June 30, 2004) will not be available until August, 2005. Nevada will submit an addendum report finalizing PY 2003 Entered Employment activity to Nevada's Reemployment Service Program (RSP) Performance Report by August 12, 2005.

As promised, Nevada is providing a preliminary summary count of Employment Service (ES) Placements and Obtained Employments for UI claimants during PY 2003. Nevada has achieved 2,123 Entered Employments of UI claimants from July 1, 2003 through June 30, 2004. We are confident that the matching of PY 2003 registered claimants wage records in August, 2005 will reflect an increase and accurately portray the total number of UI claimants who have entered employment.

Nevada's first wage match report was produced and submitted November 14, 2003. The PY 2002 RSP Performance Report, submitted November 21, 2003, contained only a quarterly count of eligible UI claimants who were registered in OSOS during the first quarter, July 1, 2002 through September 30, 2002, or the first quarter of PY 2002, and who had earnings October 1, 2002 through March 30, 2003. The results are:

Eligible UI Claimants	5,512 (based upon wage data 10/1/02 – 3/30/03)
(OSOS registered 7/1/02-9/30/02)	

Entered Employment Rate	65% ¹
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While this first quarter data exceeded RSP's PY 2002 goal of 4,668 claimants it was an incomplete picture of PY 2002 Entered Employment activity. The Entered Employment counts on Eligible UI Claimants for the entire portion of PY 2002 (July 1, 2002 through June 30, 2003) is now available and illustrates that increasing the number of claimants who have interaction with the NJC system increases the rate of "Entered Employment."

Eligible UI Claimants	20,926 (based upon wage data 7/1/02 – 6/30/03)
(OSOS registered 7/1/02-6/30/03)	

Entered Employment Rate	78% ²
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¹ Entered Employment Rate definition from ET Handbook 406

² Entered Employment Rate definition from ETA Handbook 406

PY 2002 Eligible UI Claimants Entered Employment Rate increased from 65% to 78% because of an increased emphasis on properly identifying and assisting UI claimants with their return to work efforts. This increased their exposure to the NJC system and the available services. While the efforts of RSP directly influenced the increase in UI claimant contact with the NJC system and appears to have a positive impact on the Entered Employment rate, it is acknowledged that RSP is not the only contributor to the successful achievement of that goal. Services are also provided to UI claimants through the Worker Profiling and Reemployment Services (WPRS) orientation, including training offered by WIA Title I partners. All NJC staff have received training on how to report employment and negative referral information as part of ETA's UI Work Test requirement.

2. To continue to shorten UI benefit duration of claimants participating in the RSP by one week less than the duration of the general claimant population.

Each year since its inception operation of the Reemployment Service Program has resulted in savings to the UI trust fund and reduced charges to employers experience ratings. In PY 2003 (July 1, 2003 through June 30, 2004) the duration of benefits for program participants was 1.6 weeks less than the duration for like UI claimants who did not participate in the program. With an average weekly benefit amount of \$242.00 this one and six-tenths week reduction in benefits equated to a \$1,491,107.00 savings to the trust fund.

In addition to achieving trust fund savings and reduced charges to employer accounts, the RSP provides a vehicle for the Division to strategically select unemployment claimants by occupation for job match and referral to job openings. This provides employers with a pool of skilled applicants to meet current labor demands. This program has provided the bridge between Unemployment Insurance benefits and Employment Services.

With an improving economy and on-going refinements in the RSP process it is expected that this program will continue to generate increased trust fund savings, as well as provide employers in the state access to a skilled and readily available source of prospective employees.

PROGRAM LINKAGES

Nevada's UI claims-takers and NJC staff are using the same O*NET coding tool, "O*NET Code Connector." Assigning more accurate O*NET codes to claimants allows reemployment services to be provided more efficiently. UI claims-takers assign O*NET code(s) when the claimant files the initial claim. NJC staff process job orders from employers and conduct job search for job seekers using O*NET Code Connector. In addition, Nevada's Veteran Employment and Training Services (VETS) staff have been trained in the use of the RSP selection process to enhance Veterans priority of service. Training will be provided to Rapid Response staff, including Workforce Investment Act (WIA), Title I staff, to use the RSP Automated Claimant

Call in Letter (ACCL) process to offer services to employees affected by layoff even when the employer is not required by the WARN Act to notify the state.

Training was provided to both UI and NJC staff on the identification and reporting of negative job referral results in order to comply with the UI work test requirement of the Wagner-Peyser Act.

Worker Profiling & Reemployment Services (WPRS)

All NJC staff members assigned to WPRS and RSP activities have been cross-trained to enhance collaboration that assists UI claimants to return to work. Worker profiling facilitators refer job ready participants to the RSP for job search assistance and other appropriate services, including those offered by the one-stop partners.

Wagner-Peyser/Career Enhancement Program

NJC staff members funded by Wagner-Peyser and state Career Enhancement Program funds have also been trained in RSP procedures and are actively involved in assisting UI claimants with their job search efforts. These activities include, but are not limited to:

- Job Matching;
- Job Referrals;
- Resume Preparation Assistance;
- Labor Market Information; and
- Referral to Training.

One-Stop Partners

UI claimants receiving RSP services are informed of reemployment services available through the WIA partner programs and other service providers in their community. RSP staff refer selected claimants to other employment and training partners when appropriate. Collaboration with other service providers, programs and organizations allows the sharing of resources and maximizing opportunities for the customer. WIA partners co-facilitate the WPRS orientations and are included in training for: conducting the WPRS orientation, assisting UI claimants with their reemployment efforts, identifying UI issues, and steps to report/remove potential barriers.

During PY 2003, Nevada continues to engage, assist and advance RSP's primary objective: *"Connecting Unemployment Insurance Claimants to Reemployment Opportunities."*